

TSAC Update

Helping Students Achieve Their Goals Since 1974 January 2007 Vol. 7

TSAC Loan System Conversion is a Success

Lift off! On Monday morning, Jan. 8, TSAC's service provider finished implementing the new GuaranteePro guaranty agency loan management system. GuaranteePro is a client-server based platform that provides enhanced flexibility and functionality for Tennessee schools, lenders and students.

During the conversion period that ran Saturday, Dec. 29 through Wednesday, Jan. 3, application files were received and stored. These files, as well as other transactions, were entered, processed and updated to the new system as of Monday morning, Jan. 8. The implementa-

tion proceeded smoothly and without disruption to customers. TSAC schools and lender partners should continue to process transactions normally.

If you have a question, please contact the Help Desk at (800) 535-4357, Monday-Friday, 8:00 a.m.-5:00 p.m. EST. TSAC Loan Administration staff and its service provider look forward to continuing to support enhanced services this conversion will ultimately provide for Tennessee students, lenders and schools.

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Borrower Status Update Letters Mailed to Students

As a service to students, schools and lenders, our loan program service provider recently mailed our annual borrower status update letters to students who received a Stafford Loan during the 2005-06 academic year. The letter indicates the loan type, the lender, the amount of the loan, and the current school of record. When students receive their letter, we ask them to review the information provided in the letter and return the letter to us indicating any updates that may need to be made to their account.

Upon receipt of the letter from

the student, our servicer staff will update any demographic information, school changes, and enrollment information. However, any loan discrepancy information (as compared to our system) will be forwarded to the appropriate lender for review prior to any changes we would make. We ask the lender to review the information provided by the borrower, verify any changes, and then return the letter to us so we can update the borrower's loan information accordingly. Schools may also occasionally receive inquiries from students asking what should be done with this

letter.

As you know, having accurate loan information for each borrower is very important for a variety of purposes, but mainly delinquency and default management. When the guaranty agency has inaccurate loan amount information, it not only impacts the agency but it also alters the borrower's Title IV eligibility and could possibly have repercussions during a lender review. We look to both schools and lenders to assist us in getting the most accurate borrower information.

Message from the Executive Director



Happy New Year! It's January, the start of the 2007-08 financial aid year. And it's also the start of the new legislative cycle. The 105th General Assembly of the state of Tennessee will convene on Jan. 9, 2007.

If the 105th General Assembly is like those that preceded it, there will be proposals to modify existing state student financial aid programs and to create new ones. This newsletter will inform you of legislative developments, but most news will probably be dated by the time it appears in print. Your institution may have a legislative liaison who can keep you current,

or you may wish to call me (615-741-1850) or TSAC's legislative liaison Tom Bain (615-253-7476) for the latest information that we have. Best wishes in the new year!

Bob Ruble

Get Ready for TSAC's Board Meeting!

TSAC's first Board of Directors meeting of the New Year will take place on Thursday, March 22, 2007 from 1:00 p.m. to 3:00 p.m. in the 18th floor conference room of the James Robertson Parkway Towers. The meeting agenda will be posted online after March 9 with hard copies mailed to board members and alternate designees.

Compliance & Legal Affairs Update

The Compliance and Legal Affairs Division has developed a new desk review process for monitoring the Tennessee Dual Enrollment Grant Program without the necessity of an on-site visit. Schools that participate in the program will be chosen at random and notified by letter of their selection. The sample size will vary by institution and be based on the number of participants enrolled in the program. Copies of documents required to be reviewed will be included in the letter of notification to the school.

College Goal Sunday Update

Please check out the 2007 College Goal Sunday (CGS) website www.CollegeGoalSundayTn.org for the latest information about College Goal Sunday. We need volunteers at each of the 35 CGS sites across the state and you are encouraged to go the Web site to register as soon as possible. The volunteer registration process gives you the opportunity to identify up to three site locations where you would be willing to serve as a CGS volunteer. Of course, to the extent possible, CGS volunteers will be assigned to their first choice. If you have questions about being a CGS volunteer, please contact our volunteer coordinator, Cathy Jones by email at cathy.l.jones@state.tn.us or by phone at (615) 532-3498.

Delivery and mailings of posters and brochures is scheduled to begin this week. If you have suggestions for groups that need to receive this information in your community, please contact Darolyn or Naomi by email at darolyn.porter@state.tn.us or naomi.derryberry@state.tn.us. Other marketing efforts underway include the development of a CGS

commercial and a public service announcement.



Who is TSAC's Lottery Scholarship Expert?



The person who knows all the complicated details and rules regarding the Lottery Scholarship program is Robert Biggers, TSAC's Lottery Scholarship Program Administrator. Biggers, who has been with the agency for a little over three years now, is instrumental in managing the operations of the state's lottery-funded scholarships, which first became available to Tennessee students in 2004.

Biggers says he began his journey in higher education in 1989 as an admissions coun-

selor at Austin Peay State University, where he eventually advanced to associate director of admissions. In 2000, he took a position as associate director of undergraduate admissions for the Nashville regional office of the University of Tennessee at Knoxville. In 2003, he felt called to pursue another challenge—the state's new lottery scholarship program—and joined the TSAC staff.

When he's not busy helping the community understand the lottery program's complicated rules and guidelines or overseeing its technical operations, such as the implementation of new system enhancements to e*GrandS, Biggers enjoys watching college basketball. As well he should, for "Bobcat" Biggers is a former basketball player for Austin Peay. He also enjoys listening to music, especially Prince, and watching sci-fi and comedy movies. But he most enjoys spending his spare time with his wife, Carolyn, and their six grandchildren. Although born in Cleveland, Ohio, Biggers spent the majority of his childhood in Shelbyville, Tenn.

Comments from Robert:

Much like my previous years working with high school counselors across the state and higher education staff, having an opportunity to partner and develop working relationships with the financial aid community has been an honor. I continue to enjoy the challenge associated with the work at TSAC and the camaraderie of friends I have in the financial aid community.

Upcoming TSAC Events

- 2/9/07 - 2/10/07
SASFAA Board Meeting in Nashville, TN

Upcoming Conferences:

- 2/11/07 - 2/14/07
SASFAA Annual Conference in Nashville, TN
- 3/22/07
TSAC Board of Directors Meeting in Nashville, TN
- 4/15/07 - 4/18/07
TASFAA Spring Conference in Knoxville, TN

**** ATTENTION ****

PLEASE note that the only toll free numbers that should be given to students are as follows:

- Parents and Students with general financial aid questions need to call: (800)342-1663 OR (615)741-1346
- Parents and Students with LOAN DEFAULT questions must call: (800)257-6528
- If you are an Administrator, Lender or Counselor that knows with whom you need to speak at TSAC, you may call: (866)291-2675 OR (615)741-3000

Please see that all automated lines, publications, etc. in your office are corrected in order to insure that accurate information is being distributed. We greatly appreciate your assistance in this matter.